

## **William McIlvanney Centre Reopening**

### **Reopening of Services dates**

**(Please refer to relevant sections below for restrictions)**

Synthetic Grass Pitches – 31<sup>st</sup> August

Gyms and Fitness Classes – 14th September

Sports Hall / Sports Court bookings – anticipated 28<sup>th</sup> September

Sports Coaching / Kids Activities – anticipated relaunch date 19<sup>th</sup> October

**As per government guidance, we ask that you wear a face covering when you are indoors and not taking part in exercise.**

We would like to offer a warm welcome back to all our customers and hope that as time progresses, we can return to normal conditions but in the meantime we have introduced a number of control measures which must be adhered to at all times to keep users and staff as safe as possible. Please take the time to read the information below.

### **Opening Hours from 14<sup>th</sup> September**

Monday – Friday 5pm-9pm  
Saturday and Sunday – 9am-2pm

### **Venue Timetable**

Our venue Fitness Class & Gym timetable can be viewed here

<https://eastayrshireleisure.com/sport-fitness/fitness-class-timetables/>

### **Bookings**

For all bookings you are required to have a customer profile set up on our booking system. This can be completed by yourself online or by contacting (01563 535735).

Please note no bookings will be accepted via social media.

Relevant booking forms, Terms and Conditions MUST be completed and emailed to the venue [Mcilvanneyleisure@eastayrshireleisure.com](mailto:Mcilvanneyleisure@eastayrshireleisure.com) prior to your booking being confirmed (where applicable)

All bookings must be pre booked and paid for in advance by calling the venue on 01563 535735 during opening hours.

No cash payments will be taken.

- East Ayrshire Leisure Fitness Members can book gym sessions, fitness classes and Racquet sports 8 days in advance,
- Non-Members can book gym sessions, fitness classes and Racquet sports 7 days in advance.
- Synthetic Grass Pitch and Sports Hall bookings can be made up to 7 days in advance. The current user has 1<sup>st</sup> priority for the slot for the following week.
- All sessions/classes must be pre-booked and paid for in advance.

### Cost

**All Fitness and Learn to Swim Direct Debit Memberships remain frozen at this time.**

Pay As You Go for Fitness Classes, Gym Sessions & Racquet Sports will begin from Monday 14<sup>th</sup> September – Wednesday 18<sup>th</sup> November, with current frozen members receiving a discounted rate.

	Member	Non-Member
Gym (45min)	£3.50	£5.30
Gym U18 (45min)	£2.00	£3.70
Fitness Class 45min	£3.50	£4.80
Fitness Class 30min	£2.50	£3.20
Fitness Class U18 45min	£2.00	£4.80
Fitness Class U18 30min	£2.00	£3.20
Badminton / Short Tennis	£6.40	£7.50
Badminton / Short Tennis U18	£4.95	£5.80
Table Tennis	£4.40	£5.20
Table Tennis U18	£3.05	£3.60

### **OR TAKE ADVANTAGE OF OUR #MAKETHECOME BACK MEMBERSHIP**

#### **Existing Frozen Members**

Our **#MAKETHECOMEBACK** Membership will be on sale from Thursday 10<sup>th</sup> September – Monday 26<sup>th</sup> October for only **£18.00** and will be valid until 18<sup>th</sup> November  
This will get you access to our Fitness Classes & Gym Sessions.

To take advantage of this offer please contact your venue from Thursday 10<sup>th</sup> September where you will be able to pay for the membership over the phone.

## **Non Members**

Our #MAKETHECOMEBACK Fitness Membership (access to gym and classes) offer is open to Non members and can be purchased anytime between the 10<sup>th</sup> September and 26<sup>th</sup> October by contacting your local venue and paying for it over the phone.

Cost - £18

Valid for 1 month at which point you would be required to sign up to one of our Direct Debit memberships. For more information on our Direct Debit memberships

<https://eastayrshireleisure.com/sport-fitness/memberships-fitness/>

## **Reinstating Fitness Direct Debit Memberships**

All Fitness Membership Direct Debits will be re-instated from **Thursday 19<sup>th</sup> November**, with the first payments being collected on **1<sup>st</sup>/15<sup>th</sup> December**.

The period from 19<sup>th</sup> November until your collection in December is the period you paid for back in March when guidelines were published by the Government to close all our venues.

To support our communities we are reducing our Gold & Silver Members (Single & Joint) monthly Direct Debit to £22.00 per person per month until 1<sup>st</sup> April 2021.

(please note Silver members will enjoy all the benefits of the Gold membership during this period)

## **Cancellation Policy**

All cancellations must be completed by contacting the venue **01563 535735**.

If the class/booking is cancelled by East Ayrshire Leisure you will be contacted and offered a refund or the option to move to an alternative date.

If you wish to cancel your booking, it is nonrefundable.

## **COVID-19 Symptoms**

- We ask that if you develop any symptoms associated with COVID-19 prior to your session/class that you cancel.
- Should you develop any symptoms following your session/class you follow the Scottish Government Contract-Tracing guidelines. <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-contact-tracing>.

- In line with Scottish Government recommendations if you have never booked with us before we will ask you for some basic personal details to set up a profile with us at the time of booking.
- Please note, should you be unable to attend a session/class due to self-isolating we can offer to move your booking to an alternative date.

**Please take note of the following information & safety measures and ensure that they are adhered to at all times.**

### **Arrival/Departure**

- You should not arrive more than 10 minutes prior to your pre-booked slot/class
- You should arrive ready to participate in the session/class.
- You **MUST** queue outside the venue at the appropriate markings until such time a member of staff allows you to enter.
- You should check-in at the venue office or with the designated member of staff.
- We recommend bringing your own hand sanitiser for use during your visit, however hand sanitising stations will be available throughout the building.
- At the end of your booking you are expected to leave the facility immediately.

### **Facilities**

- Toilet facilities will be available but physical distancing must be adhered to at all times.
- Changing rooms will be closed at this time.
- You should follow all signposted instructions and any one-way systems.
- Physical distancing rules outlined by the Scottish Government should always be adhered to. <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-physical-distancing>
- Please ensure you read the UK Active Statement within our fitness venues and consult your doctor prior to booking a slot if you are unsure of any guidance.

### **Gym**

**(Monday 14<sup>th</sup> September)**

- Gym slots will be booked and last for 45 mins, with appropriate change over times in between sessions for cleaning high risk touch points.
- Gym slots **MUST** be pre-booked via the telephone. Anyone turning up without a prior booking will be turned away without exception.
- Gym equipment will be spaced out in the gym accordingly to allow for social distancing.
- Please ensure you clean the equipment before and after use, using the cleaning solution provided.
- Specified clean times will be allocated throughout the day to allow staff to deep clean these areas.
- No personal belongings such as sports bags, handbags will be permitted in the gym.
- Please do not bring a personal towel to wipe down equipment, use appropriate solution and disposable paper towels provided.

- Please ensure you bring your own water bottle already filled up. The water cooler will not be available for use at this time.
- Please ensure physical distancing is adhered to within the free weights area.
- Should you feel physical distancing is not being followed please inform a member of staff.

### **Fitness Classes** (Monday 14<sup>th</sup> September)

- Classes must be booked in advance.
- There will be appropriate change over times in between classes to allow for the cleaning of equipment and reduce the risk of grouping.
- Where appropriate markings may be placed on the floor to identify your workout area.
- Music will be played at a lower level than normal.
- Please assist our instructors and wipe down your equipment after use.

### **Sports Hall Bookings (excluding Racquet Sports)** (Monday 28<sup>th</sup> September)

- Our Sports Halls are bookable for
  - Non-contact activities for Adults and young people (12yrs+) where social distancing measures in place.
  - Contact and Non-contact activities for Children (0-11)
  - Subject to guidance from the Scottish Government and relevant National Governing Body.
- Maximum capacity numbers (including coaches) per session are

*11yrs and under*

- 20 participants per division including instructors e.g. in a 3 badminton court hall a maximum capacity for 1/3 of the hall would be 20 and the full hall would be 60

*12yrs+*

- 9 participants per division e.g. in a 3 badminton court hall a maximum capacity for 1/3 of the hall would be 9 and the full hall would be 27

Please note that your NGB guidance must be adhered to so if the number stipulated within their guidance is less than the capacity numbers above you must stick with the NGB advice.

We have calculated these capacity numbers based on the following guidance issued by sportscotland <https://sportscotland.org.uk/media/6095/phase-3-return-to-sport-and-physical-activity-guidance-100920-final.pdf> and <https://sportscotland.org.uk/covid-19/getting-your-facilities-fit-for-sport/> in addition to speaking to Sportscotland to clarify our logic.

- Bookings can only be taken up to 7 days in advance, with the current user having first refusal of the slot.
- Any club/organisation who had a block booking with us the week beginning 16<sup>th</sup> March prior to lockdown will be contacted by venue staff from Thursday 17<sup>th</sup> September to

discuss your booking. As you can appreciate we may not be able to offer you the exact day, time or area you had previously due to guidance and restrictions e.g. having to stagger booking times, limited capacity numbers, implementing cleaning times in between bookings. We will do our best to accommodate you as close to your previous slots however we ask that you can be flexible and work with us at this time.

- Block bookings will take priority. Deadline for bookings to be confirmed by the club/organisation will be Wednesday 23<sup>rd</sup> September. Any available sessions after that will be released to the general public on Monday 28<sup>th</sup> September.
- Sessions will be booked as 45mins slots to allow for change overs and cleaning to be carried out. If you book more than one hour then it will be the last hour of your booking that will be reduced to 45mins and priced accordingly. You will be charge accordingly for this and will be reviewed as time moves on.
- All clubs MUST ensure they have completed relevant risk assessments and adhere to all guidance issued by the Scottish Government and National Governing Bodies.  
<https://sportscotland.org.uk/covid-19/>
- Clubs are required at the time of booking to provide us with the name and contact details for their COVID officer.
- Bookings are available on a pay as you go basis or you can take out a block booking. Should you take a block booking from Monday 28<sup>th</sup> September till December 2020 you will receive our 15% discounted rates to help you #makethecomeback. For further information contact the venue.
- Our prices can be viewed [here](#)

### **Racquet Sports** (Monday 28<sup>th</sup> September)

- Bookings for indoor casual racquet sport courts can be taken for singles only.
- 12yrs+ must adhere to social distancing.
- You must bring your own equipment as our hire service will not be available at this time.
- Our prices can be viewed [here](#)

### **Sports Coaching / Kids Activities** (Anticipated relaunch date 19<sup>th</sup> October 2020)

- Further information will be issued out through social media, our website and direct contact with previous participants within our sports coaching programmes in due course.

### **Summary**

As stated, it is our ambition to return to facilities in a safe and responsible manner and all the above, whilst restrictive, is designed to achieve this aim. We do need the support and patience

of our customers in these difficult times and we hope you will respect that our staff are keen to assist but East Ayrshire Leisure will not allow them to be placed in a position of unacceptable risk. The information above has been prepared to meet the Scottish Government guidelines. East Ayrshire Leisure reserve the right to remove any individual who is found to be knowingly in breach of the guidance or the spirit of this guidance and will not hesitate to do so.

Finally, please be reassured that we will be carefully monitoring the implementation and impact of these controls and will amend and improve practice for the benefit of all wherever and whenever possible.